

## **F**

**Fire Department.** Since 2002, the City of Helotes has maintained a professional fire department next to City Hall. The Helotes Fire Department employs a staff of qualified personnel (non-volunteer and volunteer) that provide fire protection and emergency medical services to area residents. For non-emergencies, the Helotes Fire Department may be contacted at (210) 695-3572.



In an emergency situation, please dial 911 and tell the dispatcher your location. Once notified, the Helotes Fire Department will be dispatched to your location.

Open burning is permitted in certain instances within the City of Helotes. Domestic outdoor fires, for example, are allowed and include barbeque pits and fire pits designed for warmth. Land clear-

ing activities requiring the use of burning are allowed pursuant to a burn permit being issued by the Fire Chief.

Violators may be fined \$50 to \$2,000 per offense. Please report all illegal burning activities to the Helotes Fire Department.

**Firearms.** It is unlawful in the City of Helotes to discharge any firearm within or into the City limits. Firearms consist of any instrument used in the propulsion of pellets, shot, slugs, or bullets by the action of gunpowder exploded or released within it.

Violators may be fined \$1 to \$500 per offense. Please report all illegal firearm activities to the Helotes Police Department at (210) 695-3087.

**Fireworks.** It is unlawful within the City of Helotes to discharge any fireworks without a fireworks permit issued by the City Council.

**Food Establishment License.** Any business that sells or distributes food to the public within the City of Helotes must receive a health permit by the City Health Officer. The City Health Officer may be contacted at (210) 695-8877.



## **G**

**Garage Sale.** The City of Helotes does not currently regulate garage sales at residences. Only one sign per garage sale is permitted, and such signage must be located in front of the residence where the garage sale is taking place.

**Garbage Collection.** The City of Helotes contracts with a garbage disposal company to provide garbage disposal services to its residents twice a week. The garbage disposal company may be contacted at (210) 375-0066.

In addition to a garbage container provided by the garbage disposal company, residents may place up to three 35 gallon bags/boxes at the curb. Recyclable items are collected once a week. Brush and bulky item pickup is provided twice a year (fall and spring).

**Gas Service.** The City of Helotes contracts with Grey Forest Utilities to provide gas service to area residents. Grey Forest Utilities may be contacted at:

**14570 Bandera Road  
Helotes, Texas 78023  
(210) 695-8781**

**General Information.** For general information regarding the City of Helotes, please visit the following website:

**[www.helotes-tx.gov](http://www.helotes-tx.gov)**



## **H**

**Health Department.** The City of Helotes contracts with the San Antonio Metropolitan Health District (SAMHD) to provide health inspections for new and existing businesses and residences within the City limits. In addition, SAMHD regularly monitors the physiological and environmental health quality of the City and surrounding areas. For health information, please contact SAMHD at:

**332 West Commerce  
San Antonio, Texas 78205  
(210) 207-8780  
[www.sanantonio.gov/health](http://www.sanantonio.gov/health)**





**Holidays.** City Hall is closed on the following holidays:

**Veterans' Day**  
**Thanksgiving Day**  
**Christmas Day**  
**New Year's Day**  
**Martin Luther King Day**  
**Presidents' Day**  
**Memorial Day**  
**Independence Day**  
**Labor Day**

**Home Based Business.** Residents wishing to operate a home-based business within their residence must consult the Schedule of Uses for the zoning district in which they reside before operating such a business. The Schedule of Uses can be located at City Hall or online at [www.helotes-tx.gov](http://www.helotes-tx.gov).

In general, no retail, trade, manufacturing, or repair work may be conducted in a home office. Moreover, the appearance of the resi-

dence cannot be altered to such an extent that the premises would differ from its residential character either by use of colors, materials, construction, lighting, or by signs, or the emission of sounds, noises, dust, odors, fumes, smoke, or vibrations.

Lastly, electrical or mechanical equipment that creates audible interference in radio receivers or visual or audible interference in television receivers, or causes fluctuation in line voltage outside the dwelling is prohibited.

**Household Hazardous Waste Collection.** Bexar County provides Helotes residents with household hazardous waste collection services on an appointment basis. Residents may call Bexar County at (800) 449-7587 to schedule a collection date and time. Unused paint and paint products, pool chemicals, pesticides and herbicides, household cleaners and polishes, motor oils, oil filters, antifreeze, aerosols, and other similar items may be collected.

**Hunting.** Hunting is allowed within the State of Texas with a valid hunting license. However, the use of a firearm is strictly prohibited within the City of Helotes.



## **L**

**Lawn Watering.** Water conservation is always encouraged by the San Antonio Water System (SAWS), the Edwards Underground Water District (EUWD), and the Helotes City Council. Chapter 90, Article 2, Section 90-31 stipulates that all City residents must follow the water conservation plan adopted by the EUWD. To learn more about current water restrictions, water efficiency, and rebates, please contact SAWS at (210) 704-7297 or [www.saws.org](http://www.saws.org) or the City at (210) 695-8877 or [www.helotes-tx.gov](http://www.helotes-tx.gov).

**Library.** Although no municipal library system is established within the City of Helotes, the City of San Antonio Public Library provides a Book Mobile for area residents every Tuesday from 11:00 a.m. to 7 p.m. at the Helotes Hills United Methodist Church. The Church is located at 13222 Bandera Road.

All patrons must have a San Antonio Public Library card in order to check out materials. Library cards are free to residents of Bexar County. All questions regarding the San Antonio Public Library or the Book Mobile may be directed to (210) 207-2500.

**Lot/Yard Maintenance.** The City

of Helotes encourages all property owners to maintain their lots/yards properly. All lots/yards zoned B-1, B-2, B-3 OD, B-4, I-1, QD, and SGD and within 200 feet of a residence must keep abutting property (15 feet) free and clear of weeds, rubbish, brush, and junk. A weed is defined as uncultivated vegetation growth over 36 inches tall. Moreover, similar property owners must maintain their properties abutting paved roadways in the same fashion.

Residents receiving a notice from the City to clean up their properties must do so within one month. To report lot/yard maintenance concerns, please contact the Helotes Code Enforcement Officer at (210) 695-8877.



## **M**

**Municipal Court.** Municipal Court is located at 12951 Bandera Road, P.O. Box 507, Helotes, Texas 78023. Municipal Court is open Monday thru Friday from 8:00 a.m.



to 5:00 p.m. Municipal Court may be contacted at (210) 695-8877.

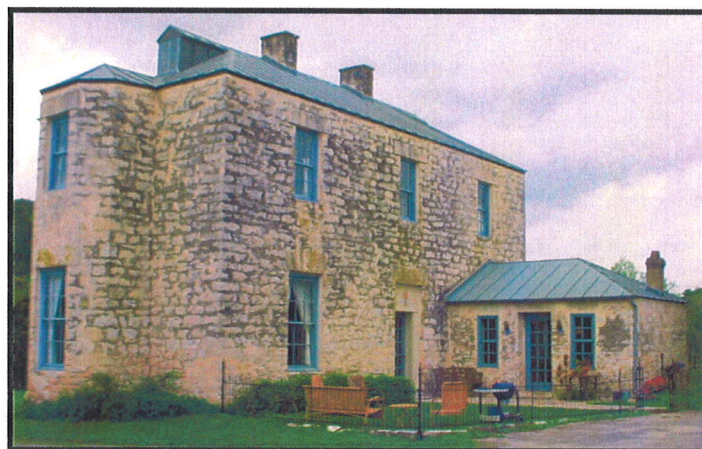
Municipal Court handles all class C misdemeanor traffic and ordinance violations written by the Helotes Police Department, Animal Control, and Code Enforcement Officers.

Court is held on the second and fourth Tuesdays of each month at 4:00 p.m., and Code Compliance Court is held the first Wednesday of each month at 4:00 p.m. You must appear on your scheduled court date in order to see the Judge. Juveniles, which are individuals under the age of 17, must appear in Court with a parent or guardian. Minors, which are individuals between the ages of 17 and 20, who have been charged with an alcohol or tobacco related offense must appear in Court.

Payments may be made in person, by mail, or after hours by using the drop box located in front of City Hall near the parking area. The City accepts checks, money orders, cashier checks and some debit and credit cards. The City does not accept credit cards by phone.

## O

**Obstructions on City Property or Right-of-Ways.** Generally, property owners with properties abutting street right-of-ways are responsible for property maintenance along those right-of-ways. Property owners must keep street and public grounds free of obstructions, trash, debris, and shrubbery. Please contact the City Code Enforcement Officer at (210) 695-8877 should you have any questions/concerns.



## P

**Parking.** No parking is allowed along either the East or West side of Riggs Road (13800 block) surrounding Helotes Elementary School between the hours of 7:00 a.m. and 9:00 a.m. and 2:00 p.m. and 4 p.m. while school is in session.

Generally, no wrecked, damaged, or junked vehicles are allowed



along public right-of-ways. Moreover, parking along public right-of-ways or within public places for more than 24 hours is generally prohibited. Parking vehicles in front of driveways is strictly prohibited within the City of Helotes, as well.



**Police Services.** The City of Helotes is proud of its Police Department. Consisting of full- and part-time officers, the preeminent goal of the Helotes Police Department is to serve and protect the community. Helotes police officers are well trained, highly motivated, and dedicated to serving the citizens of Helotes.

In emergency situations, please dial 911 from your home telephone. For non-emergency service (minor accidents, suspicious vehicles, etc.), you may contact the Helotes Police Department at (210) 695-2500. All other inquiries may

be directed toward the Helotes Police Department administrative staff at (210) 695-3087.

The Helotes Police Department is located in the City of Helotes Municipal Complex at 12951 Bandera Road, Helotes, Texas 78023.

**Pools and Spas.** A swimming pool permit is required to construct a pool or spa. Please contact Development Services at (210) 695-8877.

## **R**

**Recycling.** See garbage collection.

## **S**

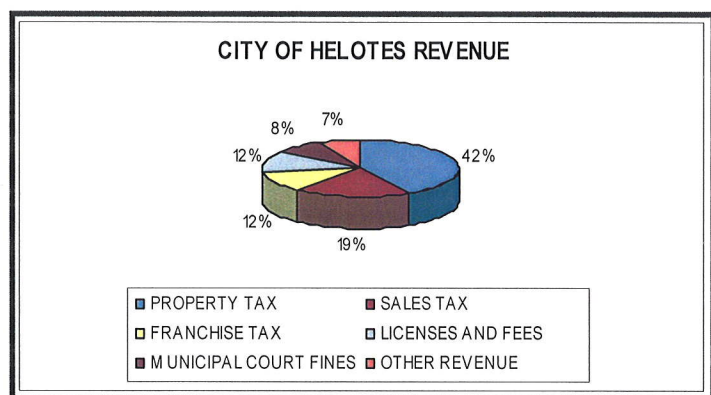
**Sales Tax Number.** The City of Helotes and the State of Texas require all individuals and/or entities selling goods to obtain a sales tax identification number. Sales tax identification numbers may be obtained through the State Comptrollers Office at:

3300 Nacogdoches Road  
Suite 105  
San Antonio, Texas 78217  
(210) 646-0399  
(800) 252-5555  
[www.window.state.tx.us](http://www.window.state.tx.us)



**Shop Helotes.** The City of Helotes encourages all residents to Shop Helotes. Every dollar you spend in Helotes allows the City to provide additional services for its residents and increase the quality of life in and around the surrounding area.

Every dollar spent within the City of Helotes by non-residents lowers residents' property taxes and fees, as well. Indeed, the City of Helotes recognizes that as sales tax revenues increase, local property taxes decrease and place less of a tax burden on City residents. Please support your local Helotes businesses and encourage all tourists to visit the City!



**Sign Approval.** The City of Helotes Architectural Review Board regulates the size, number, and placement of signage throughout the City. For additional information regarding signage, please contact Development Services at (210) 695-8877.

**Smoking Vehicle.** The preservation of our natural environment is important. Please report all smoking vehicles to (800) 453-7664 or [www.smokingvehicle.org](http://www.smokingvehicle.org).



**Special Use.** Various areas within the City of Helotes are zoned for certain types of construction and/or business activities.

The Planning and Zoning Commission (P&Z) was created in 1981 to formulate a zoning plan consistent with the City's Plan for orderly growth and development of the City. The P&Z zones new properties annexed into the City, determines what uses are appropriate in each zone, and reviews all plats, re-plats, and plans for compliance with the ordinances of the City. The P & Z meets on the first Tuesday of the month.

Please contact Development Services at (210) 695-8877 should you have any questions regarding planning or zoning within the City.



**Speed Limit.** The City of Helotes, Municipal Court, and Police and Fire Departments encourage you to maintain the proper speed limit on all City, County, and State roads. Speed limits are posted on all roads in the City of Helotes and are posted for your safety.

## **T**

**Taxes.** The City of Helotes strives to lessen the tax burden on residents within the community. In order to provide essential services and maintain a high quality of life, the following tax rates apply:

<b>Local Property Tax -</b>	<b>.336287</b>
<b>Sales Tax -</b>	<b>.01</b>
<b>4B Sales Tax -</b>	<b>.005</b>
<b>Community College Tax -</b>	<b>.137050</b>
<b>County Tax -</b>	<b>.314147</b>
<b>Flood Tax -</b>	<b>.12719</b>
<b>San Antonio River Auth. -</b>	<b>.016045</b>
<b>School Tax -</b>	<b>1.59250</b>
<b>University Health Sys. -</b>	<b>.243869</b>

**Telephone Service.** City of Helotes residents may contract with AT&T for telephone service. AT&T may be contacted at (800) 464-7928 for the establishment of new service. Other inquiries may be directed to (800) 585-7928.

**Tree Trimming.** In an effort to prevent Oak Wilt within the City of Helotes, the City requires all wounds on trimmed oak trees to be painted with asphaltic or exterior oil or latex paint within 30 minutes of cutting. In addition, all commercial tree trimming companies must obtain a permit from the City before trimming any trees.

All equipment used to trim trees should be disinfected before use. It is recommended that residents trim their trees in the winter or late summer, as Oak Wilt is less prevalent during these time periods.



## **U**

**Useful Phone Numbers.** The following numbers may be useful to residents of the City of Helotes:

<b>Bexar County Tax Office -</b>	<b>(210) 335-6490</b>
<b>Bexar County Elections -</b>	<b>(210) 335-6625</b>
<b>Casa Helotes Senior Cntr. -</b>	<b>(210) 695-8510</b>